



With 8 years plus high-end restaurants and hospitality experiences in the most competitive cities background such as Santorini, Dubai and Mumbai. Proactive, Strengths, Motivational, Inspiring leadership and Great team player.

- Quick Learner
- Client focused
- Creative problem solving
- Computer proficient
- Strong understanding of financial margins and controls
- Expert dealing with high profile VIPs

I strongly consider myself to be the beating heart of the company success and as a higher manager I am personally involved in rallying staff, serving customers, floor control, managing bar necessities and generally overall managing for operation running smooth. Proficiency in the beverage sector for about 7 plus years and experienced in all aspects of food and beverage especially Mediterranean Cuisines in the World's most exciting cities Santorini, Dubai and Mumbai. Skilled at staff trainings, floor management, Stock rotation and Cost Management. Capable of introduction and integrating innovative strategies, streamlining to provide maximize performance and quality standards to ensure the ongoing provision of the highest standards of customer care

Petros Bakalis

*** Operation Director

*** Project Developer

Greek, Athens

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WORK EXPERIENCE

Wazuzhu Dubai- Michelle Morrone Restaurant- Palm Jumeirah

January 2022 till Present

Group Director

Pan Asian cuisine

Specializing in pre-opening operations, food and beverage concepts strongly background with Mediterranean and Asian cuisines, grand opening process, marketing strategy with other business parties, training staff performances in SOP, consulting for upcoming projects and overall general management.

Aiza Hospitality- Palm Dubai

December 2021-January 2022

Group General Manager- Aiza (Greek Restaurant) & Mura (Italian)&Saya -Brasserie &Eva Beach House (600cap)

Given the concept of Tarantella Italian dance show And Greek dance show, overseen all the operation part with SOP with international standards and creating strategies for the marketing and financial plans to growth the projects and group in future plans.

Opa Mumbai – India

Operation Director Group SBH owned 22 restaurants (08/06/2021 to 12/2021)

Pre Opening :Opa Mumbai

Pre Opening : Estefan-Asian restaurant

Pre Opening : The Lazy -Goose Seafood

Building and maintaining profitable relationship with key our restaurant worldwide loyal and newly customers. Overseeing high class service standards to ensure flawless experience while delivering timely customers beyond expectation. Resolving the customers complaints quickly and efficiently.

Provide customer's requests to be friendly, smoothly and feeling like their second home while dining with us delivering our excellent teamwork with mouth watering dishes with lively dining experiences.

Educational Background

IEK Ksini University

Hospitality and Tourism Management
(2012_2015)

Physiotherapy (2015-2016)

In charge of operating the restaurant key notes:

- Represented clients internally and coordinated with other functions to implement reservation systems, complete company's financial projects and address ongoing customer service needs and feedback.
- Reviewed complaints to maintain an excellent rating status and ensure overall customer satisfaction.
- Responsible for delivering the brand restaurant service operating procedures flawlessly
- Keeping oversight of staff performance, hygiene, personal training and development.
- Follow up with other departments necessities, requirements and engaging and enhanced with the new customers as well.
- Motivated and encouraging my own team to build up a productive energetic work environment.

Opa Dubai - UAE

Assistant General Manager (05/02/2020 till 30/06/2021)

Ensured customers are properly greeted with friendly and warmly manners upon their arrival.

Monitored daily bookings and follow up with assigned tables and seating area are prepared prior to dine in.

Coordinate with bar team and floor management for upselling to meet company's monthly and yearly incentive plans and deliver

personalized services to special guests, disabled people, elderly, family with children, VIPs and even our internal customers with extra care. Restocking the bar's requirements and maintaining cleanliness and hygiene standards.

Making schedules for the staff and briefing for daily procedures and updates.

SUPER PARADISE MYKONOS(GREECE)

Beach club Assistant Manager

(03/2018 – 10/2019)

One of the most well knowed in the world beach club.

Supervise and monitoring the operations to run smooth.

Hosting the most famous celebrities from all over the world.

Petri Suites- Santorini (Greece)

F&B Supervisor (09/02/2017- 25/ 10/2017)

Involvement in Service and Guest contact.

Assists in planning and implementing programs procedures to ensure that service standards are meet across the bar.

Budgeting and Cost control especially related to beverage.

Assist in the coordination of special promotions and provides administrative support necessary.

Assists in the department of ideas and the increased business levels.

Interacts with management team within area of responsibility and develops solid working relationship with the team and other departments.

To assist other leaders in the planning and implementation of effective sales and promotional activities to ensure maximum revenues from any beverage activity.

Carries out an efficient leadership mindset using appraisals and performance management as main tools.

